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HelpNow User Guide

What is Brainfuse?

Brainfuse is based in NYC, and for over a decade, has developed and provided virtual learning solutions for schools, libraries, colleges, and universities. Our philosophy is anchored in adherence to high standards and user-centered technology to build a better educational experience for learners of diverse backgrounds. Brainfuse helps students and job seekers reach their goals by connecting them with qualified eTutors and job coaches anytime, anywhere. Users can also initiate and organize online meetings for peer-to-peer learning. The Brainfuse learning platform gives power to students to manage outcomes better by seamlessly integrating the latest online technology.

Who are your tutors?

Brainfuse tutors are screened, trained, and managed directly by Brainfuse. Our tutors are recruited from a diverse tutoring pool and include a mix of professional tutors, retired instructors, graduate students and college faculty members. Only tutors with proven backgrounds in tutoring/teaching in their respective fields are hired by Brainfuse. Over 80% of tutors have a Master's degree or a Ph.D. in their field.

Brainfuse regularly reviews and updates its tutor recruiting, training and monitoring procedures to provide the highest possible online tutoring experience for students. We have a unique live monitoring system where tutor interaction with students is reviewed by a live monitor and immediate feedback is given for an ongoing professional development.



How do I get started?

Many colleges and universities make Brainfuse available through their Learning Management System, e.g. BlackBoard, Moodle, Canvas etc. You should check with your institution to find out the exact location of the Brainfuse link.

➤ SYSTEM REQUIREMENTS

Windows

- Windows 95 and above
- Active Internet connection

Mac

- Mac OS X and above
- Active Internet connection


➤ BRAINFUSE TECHNICAL SUPPORT

Send an email to support@brainfuse.com or call toll-free at 1-866-272-4638, Ext. 510.


Brainfuse HelpNow

Personalized eLearning

Brainfuse HelpNow is an all-in-one suite of tutoring services designed for a wide range of academic needs whether it's tackling a tough homework problem, mastering a particular topic, or writing a paper. HelpNow services include expert academic tutoring and self-study tools to empower users to study at their own pace or collaborate with peers and teachers. Students access live, on-demand academic help and state-aligned skills building lessons from expert tutors. With HelpNow, tutors and students communicate in real time in our online classroom by typing, drawing, and marking-up lessons and web content. Plus, students can use our secure file sharing feature in the writing lab to submit writing assignments to our writing tutors any time of the day. The Brainfuse full-service test center offers practice tests for all levels in math, reading, and writing as well as college preparatory tests - including the SAT.



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[Expert Help](#)

[Academic Tools](#)

[Collaboration Tools](#)

[My Account ▼](#)

Tutors are available now



Live Help

Get live help now


-- Select Topic --

-- Select Subject --

☐ HTML5 Classroom (No Java Required).
 ☐ Por favor marque aquí si prefiere tutoría en español

Connect

Don't want a live session? [Send a question](#)




Writing Lab

Click here to send your paper to our writing experts.


You will receive a reply in your inbox within 24-hours.

Submit Paper


Academic Tools




SkillSurfer
 Live skills building and a library of lessons, videos, tests and more




FlashBulb™
 Create and share flashcards, tests, and games



Language Lab
 Live help for language learners




LEAP Learning Platform
 Diagnostic test center with customized study plans, lessons, and live tutoring




eParachute
 Discover the college majors and careers that match your skills and interests.

Collaboration Tools



MEET™
 Schedule sessions with friends in our private virtual study room



Brainwave™
 Create and share movie-like notes and ideas

❖ Expert Help

Experience personalized eLearning by connecting with a live tutor

- **Live Tutoring:** Students submit a question in our online classroom and receive live, one-on-one assistance from a Brainfuse tutor.
- **Writing Lab:** Our writing tutors help students become better writers by providing constructive feedback, and assistance usually within 24 hours of receiving a student's submission.
- **SkillSurfer:** Our skills building service helps students master a concept or skill through state aligned online lessons with a live tutor. HelpNow Skills Building has been designed for a variety of age groups and academic needs.
- **Send Question:** Students submit questions via our online form and a tutor will respond usually within 24 hours to the student's question.
- **Language Lab:** Students receive live online help with their Spanish language homework from our fluent Spanish-speaking tutors.

❖ Study

Powerful self-assessment and online learning tools

- **LEAP Learning Platform:** Diagnostic test center with detailed study plans, lessons and live tutoring.
- **FlashBulb:** Users can access and create interactive learning games, quizzes and flashcards.
- **eParachute:** Use eParachute to discover your strengths and unique talents to map out your future career.

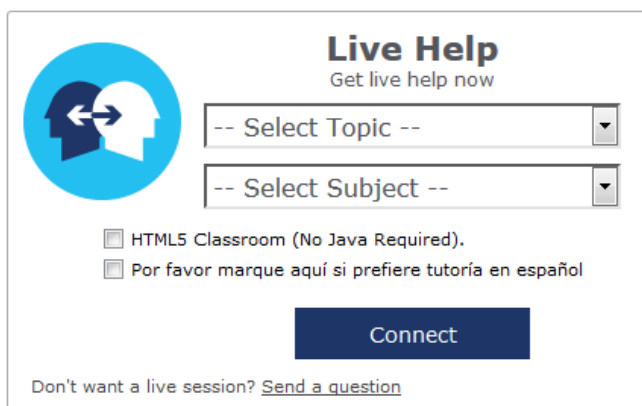
❖ Collaborate

Form study groups, hold virtual office hours, work on class projects, and share knowledge with peers and instructors

- **Meet:** Schedule a live study group session with friends and instructors. Invitees receive the invite in their email inbox and simply click on the Meet link to join the organizer. Attendees need not be Brainfuse users.
- **Brainwave:** Record movie-like whiteboard sessions to store solutions to homework problems, class projects, or any other concepts that involve motion or sequencing.

Live Tutoring

Students submit a question in our online classroom and receive live, one-on-one assistance from a Brainfuse tutor.



The image shows a 'Live Help' interface. On the left is a blue circular icon with two white silhouettes of heads facing each other with a double-headed arrow between them. To the right of the icon, the text 'Live Help' is in bold, followed by 'Get live help now' in a smaller font. Below this are two dropdown menus: the first is labeled '-- Select Topic --' and the second is labeled '-- Select Subject --'. Under the dropdowns are two checkboxes: the first is labeled 'HTML5 Classroom (No Java Required).' and the second is labeled 'Por favor marque aquí si prefiere tutoría en español'. Below the checkboxes is a dark blue button with the word 'Connect' in white. At the bottom left, there is a link that says 'Don't want a live session? [Send a question](#)'.

Select Topic

First, select the general topic.

(i.e. Business)

Select Subject

Then, select the subject area under this topic that you would like to receive tutoring for.

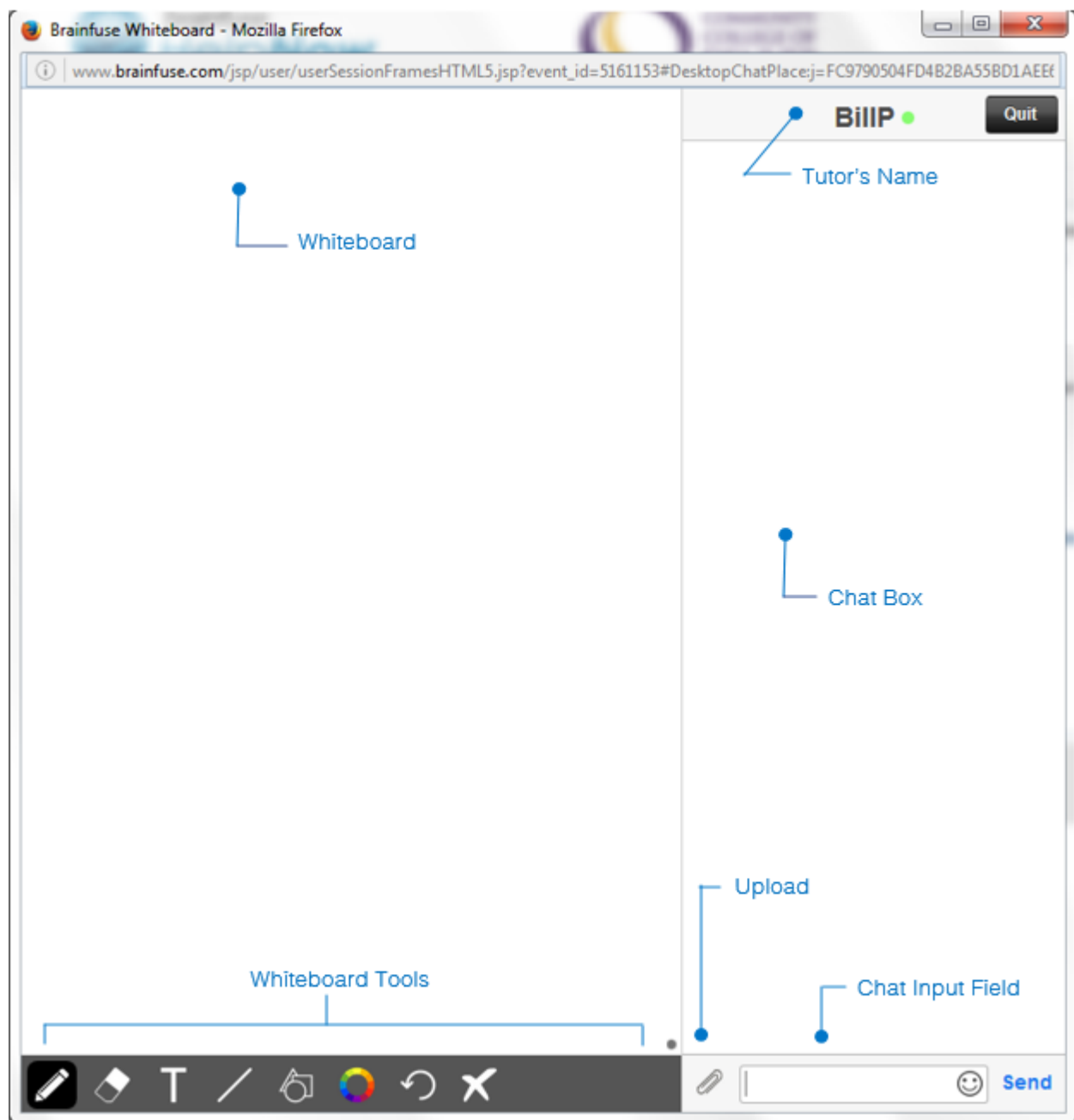
(i.e. Business -> Accounting)

Finally, press **Connect** and a live tutor will be with you shortly to assist you!

How to use the Whiteboard

The whiteboard area is on the left side. You can use your mouse to draw or the text tool to type on the whiteboard. Any images uploaded will appear on the whiteboard as well. Use the chat box on the right side to converse with your tutor. Type your message in the Chat Input Field to send your message.

The Whiteboard



Whiteboard Tools (left to right)



PEN: Write/draw with your mouse



ERASER: Erase



TEXT TOOL: Click on the Whiteboard to start typing. Also expands to:



SUPERSCRIP: Changes text into superscript



SUBSCRIPT: Changes text into subscript



PASTE: Paste text onto the Whiteboard



FONT: Change your font style and font size



MATH SYMBOLS: Enter a mathematical symbol



SCIENCE SYMBOLS: Enter a scientific symbol



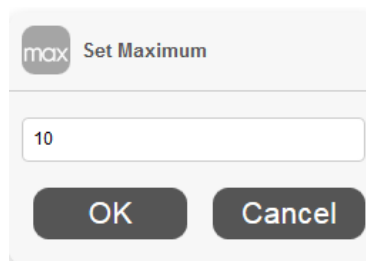
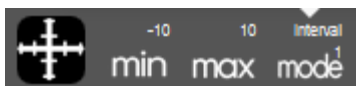
LINE: Draw a straight line



SHAPES: Select a shape from the menu to draw it on the Whiteboard

Font properties		
Font	Style	Size
Arial	Regular	18
Courier New	Bold	20
Times New Roman	Italic	24
Symbol	Bold Italic	26
OK		Cancel



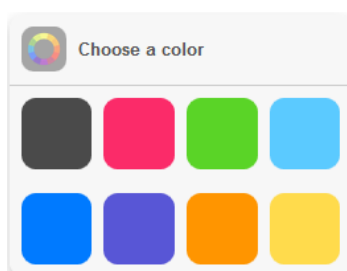


NUMBER LINES and GRAPHS:

Select MIN, MAX and INTERVAL MODE to adjust the minimum, maximum and interval values



COLOR PALETTE: Select from the menu to change pen/text color



UNDO: Undo the last action



CLEAR: Clears the entire Whiteboard



How to Take a Screenshot

Windows

Press **ALT + PrtScn**.

Mac

Press **Command ⌘ + Shift + 3**.

You may then copy (**Ctrl + C / Command ⌘ + C**) paste the screenshot onto the Whiteboard using the



Paste button.

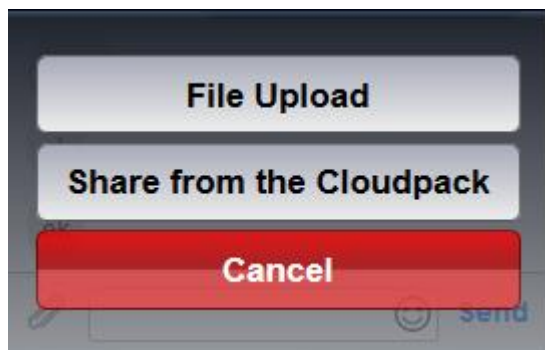
How to Upload an Image



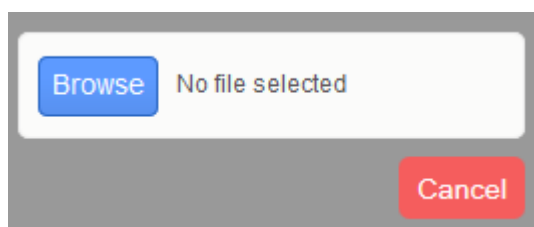
UPLOAD: Click on the Upload button (bottom left of the Chat Box)

When this menu appears, select **File Upload**.

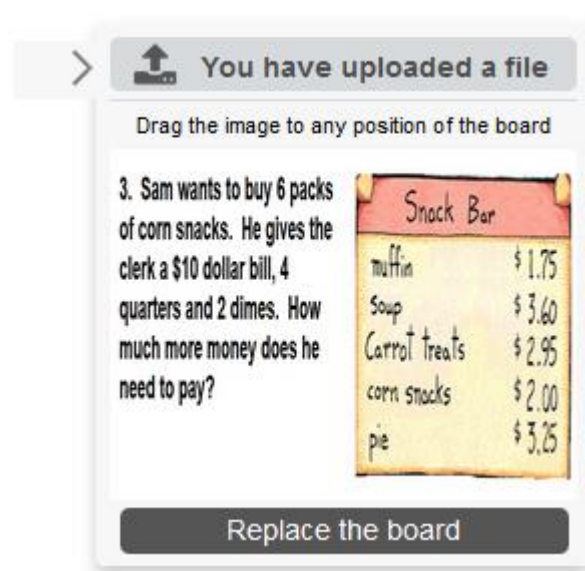
You can also upload from your **Cloudpack** if you have already stored documents or images there.



Then, click on **Browse** and search for the image in your computer and press **OK**.



When your image finishes uploading, drag the image onto the Whiteboard to share it with your tutor.



Skillsurfer

Skillsurfer is an e-Learning service that helps students master a concept or skill through state aligned online lessons with a live tutor.

English ▾

Login

My Account ▾

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[Academic Tools](#)
[Collaboration Tools](#)

[Home](#) > [Graduate School Entrance Test Prep](#) > [GRE Verbal Lessons](#) > [GRE Verbal Lessons](#)

GRE Verbal Lessons			
GRE Verbal Lessons	GRE Verbal Lessons		
1	Video - GRE Sentence Equivalence	14	Lesson - Critical Reading Skill: Supporting Details
2	Video - GRE Critical Reading: Vocabulary and Phrases in Context	15	Lesson - Critical Reading Skill: Detail Questions
3	Video - GRE Critical Reading: Author's Tone	16	Lesson - Critical Reading Skill: Making Inferences
4	Video - GRE Text Completion	17	Lesson - Critical Reading Skill: Vocabulary in Context
5	Video - GRE Critical Reading: Sentence in Passage	18	Lesson - Critical Reading Skill: Identifying Tone
6	Video - GRE Critical Reading: Evaluating Support	19	Lesson - Critical Reading Skill: Author's Purpose
7	Video - GRE Critical Reading: Making Inferences	20	Lesson - Critical Reading Skill: Evaluating Support
8	Video - GRE Critical Reading: Author's Purpose	21	Lesson - Critical Reading Skill: Organizational Patterns and Signal Words
9	Video - GRE Critical Reading: Main Idea Questions	22	Lesson - Critical Reading Sample Questions
10	Video - GRE Critical Reading: Detail Questions	23	Lesson - Preparing for Text Completion Questions
11	Lesson - Preparing for Critical Reading Questions	24	Lesson - Text Completion Sample Questions
12	Lesson - Developing Critical Reading Skills	25	Lesson - Preparing for Sentence Equivalence Questions
13	Lesson - Critical Reading Skill: Main Idea	26	Lesson - Sentence Equivalence Sample Questions

Click on [Skillsurfer](#) on the main menu on the Brainfuse homepage.

Select a subject. Each subject is further divided into subcategories. Choose a subcategory to view its lesson videos and notes.

[GRE Verbal Lessons](#)
[Video - GRE Critical Reading: Author's Tone](#)
[Get Live Help](#)
[Search](#)

[GRE Verbal Lessons](#)

- Video - GRE Sentence Equivalence
- Video - GRE Critical Reading: Vocabulary and Phrases in Context
- Video - GRE Critical Reading: Author's Tone**
- Video - GRE Text Completion
- Video - GRE Critical Reading: Sentence in Passage
- Video - GRE Critical Reading: Evaluating Support
- Video - GRE Critical Reading: Making Inferences
- Video - GRE Critical Reading: Author's Purpose
- Video - GRE Critical Reading: Main Idea Questions
- Video - GRE Critical Reading: Detail Questions

GRE Critical Reading: Author's Tone

The one quality of Stravinsky's art that no critic has ventured to dispute is his consummate mastery of every instrumental resource. His combinations of tone-color always hold surprises in store for us, which curiously enough do not seem to wear off even after repeated hearing. One of the secrets of the extraordinary resonance that astonishes the hearer is the fact that Stravinsky writes for each instrument individually as if he were himself a virtuoso on it; he always gives it exactly the kind of music to play that suits its particular character. He does not transfer the same phrase from one instrument to another unless he is sure that it is congenial to both, and he generally prefers to give each one something entirely different to do, something that invariably goes to the very root of its idiosyncrasy. This tendency results in a subtle blending of different rays of color and degrees of light and shade, in a kind of dynamic (as distinct from harmonic) chord formation.

Based on the author's choice of words, the author's view of Stravinsky's music can be characterized as

- ☐ objective
- ☐ critical
- ☐ reverent
- ☐ dismissive
- ☐ ambivalent

ADJ + ADV - + / - / M / D
EXAMPLES - + / - / M / D

2:30 / 2:47

Thu, Jun 20, 2013 5:05 PM

[GRE Verbal Lessons](#)
[Lesson - Critical Reading Skill: Making Inferences](#)
[Get Live Help](#)
[Search](#)

[GRE Verbal Lessons](#)

- Video - GRE Sentence Equivalence
- Video - GRE Critical Reading: Vocabulary and Phrases in Context
- Video - GRE Critical Reading: Author's Tone
- Video - GRE Text Completion
- Video - GRE Critical Reading: Sentence in Passage
- Video - GRE Critical Reading: Evaluating Support
- Video - GRE Critical Reading: Making Inferences
- Video - GRE Critical Reading: Author's Purpose
- Video - GRE Critical Reading: Main Idea Questions
- Video - GRE Critical Reading: Detail Questions

Lesson - Critical Reading Skill: Making Inferences

Passage 2

The ability to see the situation as your opponents see it, as difficult as it may be, is one of the most important skills that you can possess as a negotiator. You must know more than simply that they see things differently. It is not enough to study them like beetles under a microscope; you need to know what it feels like to be a beetle. To accomplish this you should be prepared to withhold judgment as you "try on" their views. Your opponents may well believe that their views are right as strongly as you believe yours are.

The reference to beetles in the paragraph serves to suggest that --

- A. people need to be more attuned to their surroundings.
- B. effective negotiation is more of a science than an art.
- C. people can be made to do what they would prefer not to do.
- D. effective negotiation requires identifying with a different viewpoint.
- E. people feel uncomfortable when their actions are under scrutiny.

Thu, Jun 20, 2013 5:05 PM

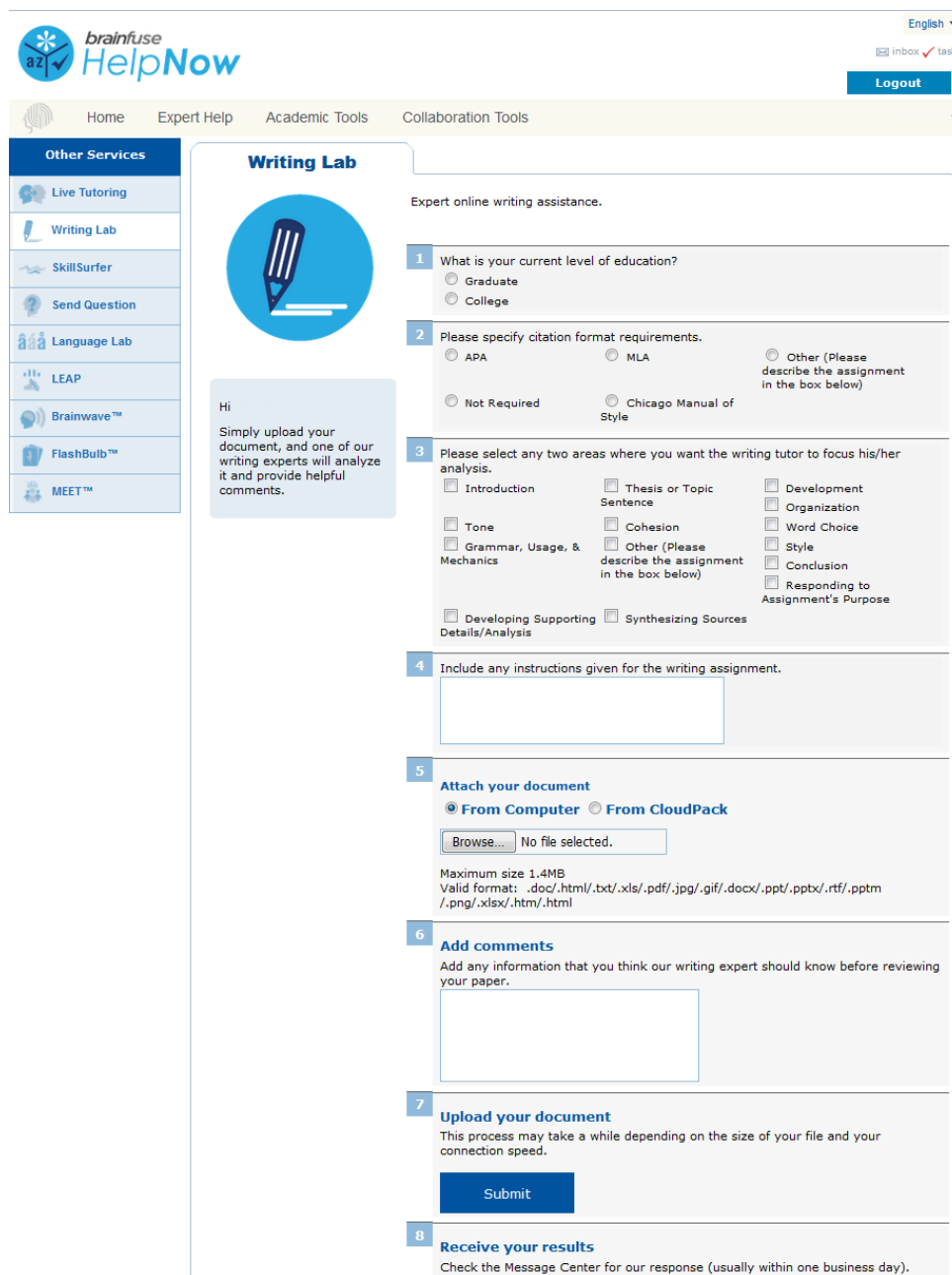
View online lesson videos or read lesson notes to learn a new skill or review a previously learned concept. [Skillsurfer](#) learning content is always available, so feel free to return and continue where you left off.

Writing Lab & Send Question

Brainfuse HelpNow is the *first* service of its kind to offer live and offline writing assistance:

The Writing Lab and the Send Question options give users the freedom to receive assistance at any time of the without the need to connect to a live tutor. Users can submit papers through the Writing Lab for a detailed feedback. Send Question option is for non-writing assignments such as math or science. All reviews and comments from our tutors are found and stored in the Message Center which is found on the student homepage.

- **Live Writing Assistance** (For immediate help) – Our tutors provide live help throughout the various stages of the writing process to help students with organizational structure, fluency, and coherence of ideas and style.
- **Writing Lab** (For more detailed help) – Students submit their writing through the Writing Lab. Our writing tutors will return the document with detailed, constructive comments usually within 24 hours. The purpose of this service is not to write or edit papers for students but to serve as a sounding board in order to help students better organize and present their thoughts. Our writing experts are trained to guide you in your writing, focusing on voice, word choice, grammar, content, sentence variety, and organization.



The screenshot shows the Brainfuse HelpNow interface for the Writing Lab. On the left is a sidebar with 'Other Services' including Live Tutoring, Writing Lab, SkillSurfer, Send Question, Language Lab, LEAP, Brainwave™, FlashBulb™, and MEET™. The main content area is titled 'Writing Lab' and contains a series of steps for submitting a document for review.

Writing Lab
Expert online writing assistance.

Hi
Simply upload your document, and one of our writing experts will analyze it and provide helpful comments.

- 1 What is your current level of education?
☐ Graduate
☐ College
- 2 Please specify citation format requirements.
☐ APA ☐ MLA ☐ Other (Please describe the assignment in the box below)
☐ Not Required ☐ Chicago Manual of Style
- 3 Please select any two areas where you want the writing tutor to focus his/her analysis.
☐ Introduction ☐ Thesis or Topic Sentence ☐ Development
☐ Tone ☐ Cohesion ☐ Organization
☐ Grammar, Usage, & Mechanics ☐ Other (Please describe the assignment in the box below) ☐ Word Choice
☐ Developing Supporting Details/Analysis ☐ Synthesizing Sources ☐ Style ☐ Conclusion
☐ Responding to Assignment's Purpose
- 4 Include any instructions given for the writing assignment.
- 5 **Attach your document**
☒ From Computer ☐ From CloudPack
 No file selected.
 Maximum size 1.4MB
 Valid format: .doc/.html/.txt/.xls/.pdf/.jpg/.gif/.docx/.ppt/.pptx/.rtf/.pptm/.png/.xlsx/.htm/.html
- 6 **Add comments**
 Add any information that you think our writing expert should know before reviewing your paper.
- 7 **Upload your document**
 This process may take a while depending on the size of your file and your connection speed.
- 8 **Receive your results**
 Check the Message Center for our response (usually within one business day).

Leap Learning Platform

Leap is a diagnostic test center with customized study plans, lessons and live tutoring

Welcome to Leap

LEAP helps you build academic skills through targeted lessons, quizzes, and live, online tutoring. LEAP creates your learning plan based on a skills assessment that you take at the beginning of the course. To begin learning, click on the link to one of the courses assigned to you in the "Pending Courses" section below. You can also click a completed course to review your work.

Pending Courses

Course	Begin Course
Basic Math 1	
Basic Math 2	
College Readiness Writing Test	
College Readiness Math 1	
College Readiness Math 2	
Reading and Writing Strategies 1	
Reading and Writing Strategies 2	

Learning Account Features

- My Account**
- My Past Sessions**
- My Message Center**
- My Tests**
- My Calendar**
- My Brainwaves**
- My CloudPack**

Click on the **LEAP** icon from the main menu on the Brainfuse homepage and select a practice test (shown above).

← Back

Learning Plan

Basic Math 1

Your Learning Plan
Your learning plan helps you master academic skills through lessons, quizzes, and live tutoring. LEAP will track your progress as you study.

Get Live Tutoring
Click "Live Help" next to each topic to get expert assistance from a live online tutor. You will connect with your tutor via an online classroom that lets you type and draw in real-time.

Skills	Progress	
Order of Operations	0%	Live Help
Arithmetic	0%	Live Help
Rounding and Estimation	0%	Live Help
Prime Factorization	0%	Live Help
Square Roots	0%	Live Help
Decimals	0%	Live Help
Fractions	0%	Live Help
Ratio and Proportion	0%	Live Help
Percentage	0%	Live Help
Conversion	0%	Live Help
Geometry	0%	Live Help
Linear Equations	0%	Live Help
Interpret Data	0%	Live Help
Coordinate Geometry	0%	Live Help

← Back

Your Lessons

Order of Operations
Arithmetic
Rounding and Estimation
Prime Factorization
Square Roots
Decimals
Fractions
Ratio and Proportion
Percentage
Conversion
Geometry
Linear Equations
Interpret Data
Coordinate Geometry

Mini Quiz - Order of Operations
College Algebra

Add Whole Numbers
Review how to add whole numbers and recognize key words that call for addition.

Subtract Whole Numbers
Review how to subtract whole numbers.

Lesson - Divide Whole Numbers
Review the three different ways to write division problems and practice dividing whole numbers.

Lesson - Order of Operations
Review how to proceed when an expression has more than one mathematical operation.

Order of Operations [CC] (Video)
Review the steps to follow when you need to use more than one operation.

After completing the practice test, the list of targeted lessons, videos and mini quizzes appears along with the individualized progress chart.

Each time a lesson, quiz or a video is viewed and checked off as completed, the colors on the chart will change to show progress. To redo the practice test or any of the mini quizzes, click on the **My Tests** link found at the top of the page.

My Account

My Account is your personal Brainfuse profile and contains all past live tutoring sessions, questions/papers and tests taken. You can also view your scheduled MEET sessions here.

The screenshot displays the Brainfuse HelpNow website interface. At the top left is the Brainfuse logo. The navigation bar includes links for Home, Expert Help, Academic Tools, and Collaboration Tools. A dark blue banner across the top states "Tutors are available now". Below this, there are two main content areas: "Live Help" with a form to select a topic and subject, and "Writing" with a button to submit a question. On the right side, a sidebar menu is visible, listing various user account features.

Live Help
Get live help now

-- Select Topic --

-- Select Subject --

☐ Use our classic Java whiteboard.

☐ Por favor marque aquí si prefiere tutoría en español

Connect

Don't want a live session? [Send a question](#)

Writing
Click here to send your question to writing experts.
You will receive a response within 24-hours.

Submit

My Account

- My Past Sessions
- My Message Center
- My Tests
- My Calendar
- My Brainwaves
- My CloudPack

English

inbox ✓ tasks

Logout

alexdemo

- **My Past Sessions:** A record of all previous live tutoring sessions. From this page, you can replay and e-mail your sessions to others.
- **My Message Center:** A record of all questions/papers sent to the Writing Lab and received from Brainfuse tutors.
- **My Tests:** All practice tests taken, along with the scores can be found here.
- **My Calendar:** Scheduled MEET sessions with live tutors can be found here.
- **My Brainwaves:** All of the Brainwaves that you created are shown here. You can also use the Brainwave library where you can search for an existing Brainwave on a particular problem or a question created by other Brainwave users.
- **My CloudPack:** Create files or upload images, links, documents and load them onto the whiteboard.

Questions?



info@brainfuse.com



1-866-BRAINFUSE